



**CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES**

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To: 1915(c) Home and Community Based Services (HCBS) Waiver Providers, Case Managers, and Support Brokers

From: Pam Smith
Director, Division of Community Alternatives

Date: April 5, 2019

Re: Updates to Critical Incident Reporting for 1915(c) HCBS Waivers

The Department for Medicaid Services (DMS) has updated its incident reporting materials and developed additional educational materials to streamline reporting requirements and processes across all 1915(c) HCBS waivers. DMS also revised critical incident reporting materials to address deficiencies identified in Navigant's assessment report provided on September 20, 2018. The report and the full DMS response are available on the Division of Community Alternatives website:

<https://chfs.ky.gov/agencies/dms/dca/Pages/default.aspx>.

The updated incident reporting materials will affect all service providers, case managers, and support brokers providing services to 1915(c) HCBS waiver participants. This is considered the first phase in DMS incident reporting improvement efforts. We anticipate transitioning the incident reporting process to a web-based system in late 2019.

DMS will host an informational webinar on **Tuesday, May 7, 2019, from 2PM - 3:30PM Eastern** to review the updated incident reporting materials. Information on how to access the webinar is attached to this letter. The updated incident reporting materials will be posted to the Division of Community Alternatives website on the day of the webinar. If you are unable to attend the webinar, it will be recorded and posted to the Division of Community Alternatives website.

DMS is proposing the following timeline for updates to critical incident reporting:

- **May 7, 2019:** DMS conducts informational webinar and posts updated incident reporting materials and other educational guides to better support incident reporting.
- **June 7, 2019:** Service providers, case managers, and support brokers are required to use the updated incident reporting materials.
- **Late 2019:** Web-based system is used for incident reporting (paper submission is no longer required). Additional information and training sessions will be provided prior to implementation.

Thank you for your ongoing commitment to better serve our 1915(c) HCBS waiver participants.

Sincerely,



Pam Smith

Updates to Critical Incident Reporting for 1915(c) Home and Community Based Services (HCBS) Waiver Providers

**Tuesday, May 7, 2019
2:00PM – 3:30PM Eastern**

Webinar Purpose

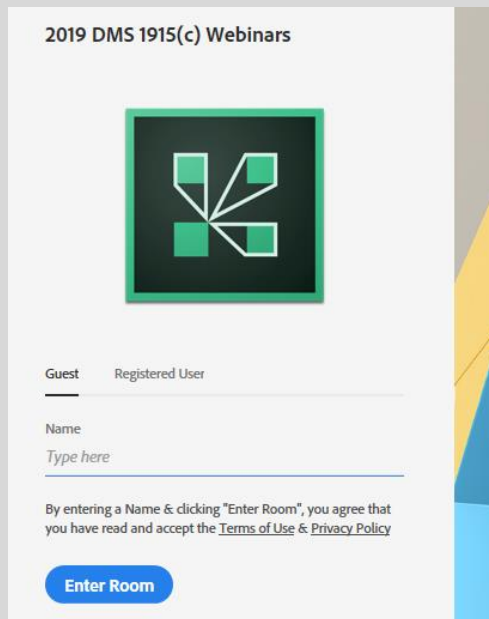
The purpose of this webinar is to educate providers, case managers, and support brokers on updated procedures and materials for reporting critical incidents involving 1915(c) HCBS waiver participants.

Webinar Audience – 500 Participant Limit

All 1915(c) HCBS waiver providers, case managers, and support brokers.

Webinar Information

1. There is no registration for the webinar. You can log into the webinar **beginning thirty (30) minutes** before the scheduled start time.
2. Click the link to join the webinar: <http://chfs.adobeconnect.com/hcbs2019webinars/>
3. The screenshot below will come up. Click on “Guest.” Type your **full name** in the text box. Click on “Enter Room.”



Audio Information

You will need to join the audio conference once you are logged into the webinar room. There are two options.

Option 1: Select “Dial-in to the Audio Conference via Phone.” Dial the conference phone number (1.877.746.4263) and enter conference code 2210534. Follow the voice prompts. Click Done. *Audio is through your phone.*

Option 2: Click “Listen Only” to listen through your internal or external speakers via desktop, laptop, tablet, or cell phone. *Audio is through your speakers.*

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http://admin.adobeconnect.com/common/help/en/support/meeting_test.htm

Technical Assistance: Email Kelly Claes at kelly.claes@ky.gov.